DEPARTMENT OF PUBLIC SOCIAL SERVICES

WELFARE FRAUD PREVENTION & INVESTIGATIONS SECTION

Number: 04-07	Date: 06/02/04

Administrative Memorandum

SUBJECT: LEADER ONLINE HANDBOOK

REFERENCE:

CANCELS: FILE IN: WFP&I Handbook, Section 06-100

SPECIAL ATTENTION: [X] SWFIs   [X] WFIs

I. PURPOSE

The purpose of this memo is to provide instructions for using the online LEADER Handbook. The first edition of the Handbook was released on March 22, 2004 and is available to all LEADER users through **Help** on the top *Menu* bar on LEADER. The Handbook may be opened when you are on the **Welcome to LEADER** screen (Attachment I) or on any subsequent screen.

II. POLICY

The Handbook contains several "Books" with subject or topics within each Book. Current step-by-step instructions are included for Individual Procedures when only one user is entering information, and on Processes when there is more than one user involved in a procedure or process, such as entering claims on the ***Benefit Recovery*** subsystem. The Handbook will be updated on a regular basis and new/revised information will be added.

III. PROCEDURES

Detailed instructions for accessing the Handbook may be found in <u>Handbook</u> - <u>How to Access</u> through **Help.** Once the Handbook has been opened you may keep the Handbook open, but not displayed, by selecting the "Minimize" icon at the top of the open Help screen. This will provide ready access for future reference. Within each topic are "jumps" or hyperlinks that are colored (green) and are underlined text which, when clicked on with the left mouse button, instantly take you to another Topic in the Handbook.

    A.   Click on Help on the LEADER tool bar.

    B.   When the screen opens, click on LEADER Handbook.

    C.   When the Welcome screen opens click on Help Topics.

D.   Click on the Contents tab and choose from Individual LEADER Procedures, LEADER/Operational Processes or Work-Arounds; or

E.   Click on the Index tab and type in the first few letters of the work you are looking for; or

F.   Use the scroll bar to find the index entry you want and then click on Display. You may use the print button to make a copy of the information.

The LEADER Handbook was designed for the primary LEADER user. Please forward suggestions and recommendations for new Topics, Processes, and Cross References related to areas where you are experiencing problems to Charles Henry, WFP&I's LEADER Operations Specialist. Questions regarding this memo should be directed to your immediate supervisor.

Luther Evans, Director
Welfare Fraud Prevention & Investigations Section

LE:MH:mh

Attachment

c: Deputy Directors
     Chief Clerk

Welcome

Welcome to the new LEADER Handbook. This Handbook contains several "Books" with subjects or topics within each Book. Currently, the Handbook includes LEADER step-by-step instructions on Individual Procedures when only one user is entering information; and, Processes when there is more than one user involved in a procedure or process.

All LEADER users will have access to this Handbook through **Help** on the top *Menu* bar. After signing onto LEADER, the handbook may be opened when you are on the **Welcome to LEADER** screen or on any subsequent screen:

Detailed instructions regarding accessing the Handbook may be found in Handbook - How to Access.

Once the Handbook has been opened, you may keep the Handbook open but not displayed by selecting the "Minimize" icon at the top of the open Help screen. This will provide ready access for future reference. Refer to Handbook - How to Use for detailed information.

Within each topic are "jumps" or hyperlinks that are colored (green) and are underlined text which, when clicked on with the left mouse button, instantly takes you to another Topic in the Handbook.

This Handbook will be updated on a regular basis and new/revised information will be added. The regular LEADER Build Notes will include information when Handbook updates are available to the user. Future books will be added to include Program Policy, EBT Information, Departmental Operations, etc.

If you have any questions regarding the online Handbook, you may contact your local ISAA.